Membership Secretary - Music Managers Forum – Job Description

Reporting to General Manager  
Location: Old Street  
Contract: Permanent  
Hours: Full-Time (10am-6pm Monday - Friday)  
Salary: London Living Wage c. £20k per annum

Job Summary

To promote recognition, respect and understanding of the role of the music manager. To ensure the smooth-running of the MMF office, servicing its 500-strong membership.  
To use your experience to aid decision making at the MMF.

**Membership Recruitment & Retention**

* Build relationships with Artist Managers both within and outside the MMF membership, growing the community and converting non-members to members.
* Manage and develop the CRM system and weekly member communications.
* Provide member services including creating new resources, managing the helpline, and member mentorship.
* Support and supervise national manager peer-groups around the UK.
* Demonstrate wide industry knowledge and the ability to write engaging material promoting MMF campaigns and activities.

**Social media management**

* Creating content, scheduling, writing copy, creating news articles, capturing leads from social media.
* Growth of Twitter, Facebook, Instagram platforms
* Event promotion through integrations and social campaigns through ads, marketing and analytics

**Website Management**

* Demonstrate in depth understanding of how technical membership systems work.
* Sourcing images and photo editing including sizing images for web, newsletters and web pages.
* Upload articles and maintaining up to the minute information.
* Good knowledge of Wordpress, Mailchimp, Stripe, CRM management, Google Analytics
* Continuously develop members area, resources and services.
* Report on web traffic, visitors & behaviors
* Payment gateway administration including: managing subscriptions and recurring billing, use of trial periods, coupons and conversions, payments, invoices, refunds, dealing with registration issues, company memberships.
* Be able to troubleshoot general issues with website and membership system.

**Team Support/Administration**

* Organization of office space, ordering supplies, posting, phone calls, voicemail
* Booking accommodation, travel and transport and collating expenses
* Collating contacts and managing important information, minute taking, reporting on sales & membership updates
* Creation of presentations, handouts and member resources
* On site front of house events assistance
* Assist Events Coordinator, General Manager and Chief Executive generally.